NAVEED ALAM

Contact

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Languages

- Urdu (National Language)
- English

Summary

To pursue a future in dynamic organization, from where I can gain maximum level of knowledge and enhance my skills with the best of my acquaintance and potential.

Skill Highlights

- Communication Skills
- Strong decision maker
- Complex problem solver
- Sales techniques
- Creative Thinking
- Innovative
- Service-focused

Experience

Senior Customer Service Assistant - 7/2022 to Present
YouExcel, Karachi-Pakistan

Customer Service Assistant - 12/2020 to 6/2022
YouExcel, Karachi-Pakistan

- To maintain student records on database, create and provide reports; provide contact point for enrolled and prospective student information.
- Coordinate and administer course activities and provide student support to enrolled and prospective students, such as course registration, course documentation, computer accounts, information sessions and student orientation.
- Operate Learning Management System (LMS).
- Conduct meetings with CEO, Director.
- To assist in managing day to day operations.

Education

Bachelor of Science: **Business Administration** – 2022 (In Process)
FUUAST, Karachi
Diploma of Associate Engineering: **Electrical Engineering** – 2020
Govt. College of Technology, Karachi
Intermediate: **HSC (F.sc), Pre-Engineering** – 2019
Islamia Govt. Science College, Karachi
SSC: **Matric Science Karachi Board** – 2017

Certification

Customer Service and Sales Assistant certified by National Vocational Technical Training Commission, Govt. of Pakistan (NAVTTC)